

To: Resident Council
Copper Lake Estates – Independent Living
1225 Lakeshore Drive
Edmond, OK 73013

Cc: Senior Lifestyle, Corporate Campus
303 E Upper Wacker Dr #2400, Chicago, IL 60601

Cc: Lee Holland, Executive Director, Copper Lake Estates

From: Charlie Dean, Resident

Date: January 30, 2016

Subject: Senior Rights

Ladies and Gentlemen,

This is written with the independent living philosophy in mind. In a nutshell we need (1) **digital copies** of all material and (2) a meaningful **grievance procedure**.

Elders are not objects to be “warehoused.” This facility is our home and community. We need a good management team. Elders want to be as self-directed as possible vis-à-vis passive victims, objects of charity, cripples, or not whole. Age-related disability should be seen as a natural, not uncommon, experience in life.

Too often elders feel stuck in a facility. Often they have sold their homes and cars and spent money moving. Social and attitudinal barriers is a big problem facing elders with age-related disabilities. Our treatment ought to be based on a principle of “normalization.” Considering the many and varied age-related disabilities, elders should live in the most “normal” setting possible. One cornerstone of “independent living” is that **any accommodation to enhance normalcy should be attempted**.

It is hard to say that seniors are treated with respect, courtesy, consideration, and dignity when they have no meaningful **grievance** procedure and when **information** is being destroyed and hidden from them by **Management** and **officers** of the Resident Council. Ignorance and vindictiveness is about the only explanation for this. We have no real procedure to address this.

We need clear documentary material on how and where to file complaints or grievances and the appeal process. We have this (in theory only) in the Handbook and Bylaws. Officers on the Board lack adequate knowledge to handle the grievance procedure and Management takes advantage of this.

Many residents have developed visual problems. They have difficulty seeing, reading, understanding material, and understanding how to apply it. Their younger family members and friends are almost always more Internet literate, and frequently can read, understand, and apply material much better. Surely these younger people who care about their senior friends have a vicarious right to this material. Digital form is the best way to make it available.

I encourage our elected leaders to respond to this in writing, and copy all residents.